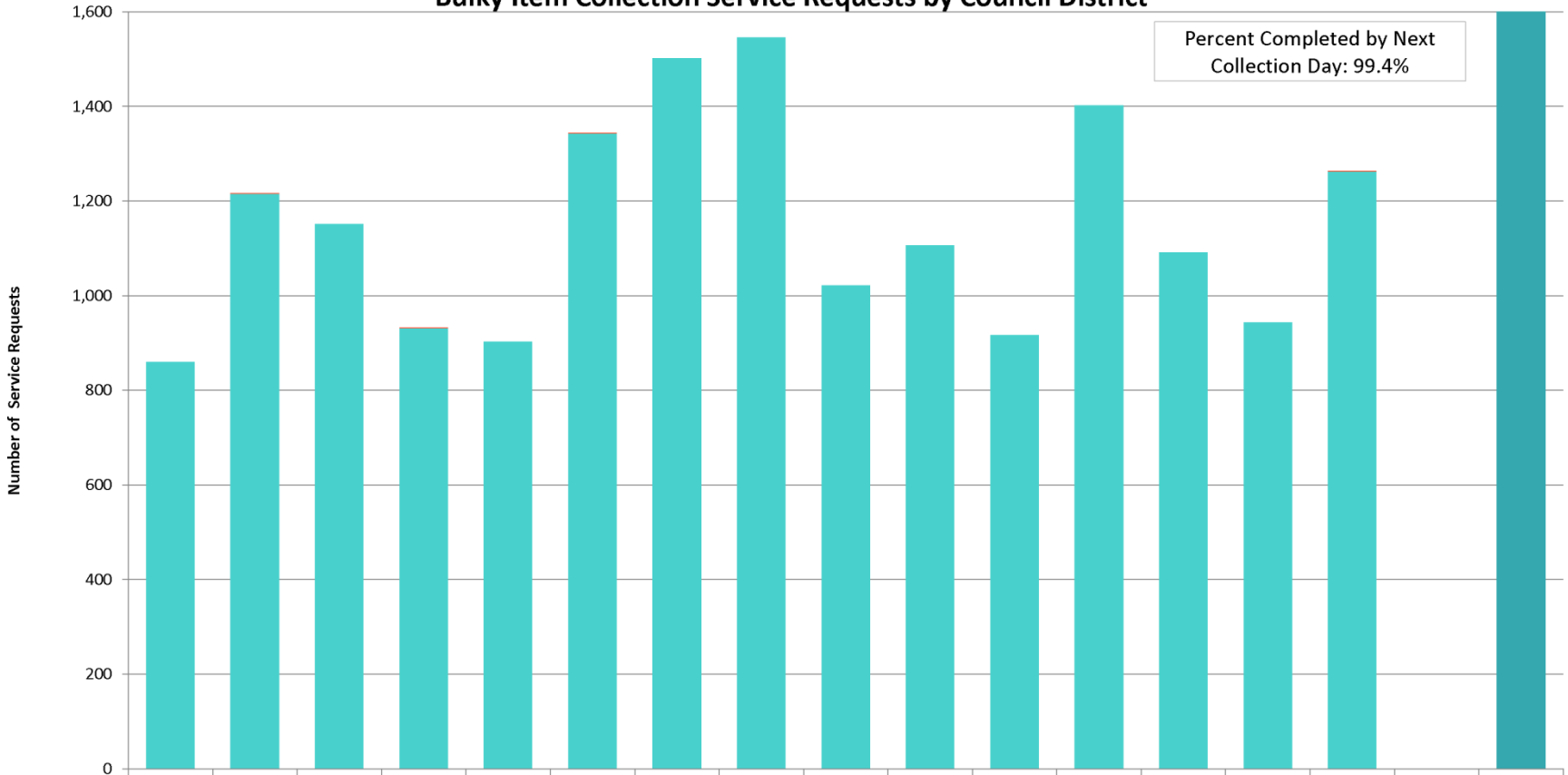
environment LA SANITATION CITY OF LOS ANGELES

Weekly Snapshot April 19, 2020 - April 25, 2020:
Bulky Item Collection Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	860	1,217	1,152	933	903	1,344	1,502	1,546	1,022	1,107	917	1,402	1,092	944	1,264	17,205	3,441
Pending/Open	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	4	1
Closed	860	1,216	1,152	932	903	1,343	1,502	1,546	1,022	1,107	917	1,402	1,092	944	1,263	17,201	3,440

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Bulky Item Collection Service Requests by Council District
March 2020 - Updated Monthly

	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	3,390	5,326	4,136	3,416	2,990	5,439	4,581	5,414	3,472	4,508	3,805	4,673	3,845	3,765	4,213	62,973	2,862
Pending/Open	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	2	0
Closed	3,390	5,326	4,136	3,416	2,990	5,439	4,579	5,414	3,472	4,508	3,805	4,673	3,845	3,765	4,213	62,971	2,862

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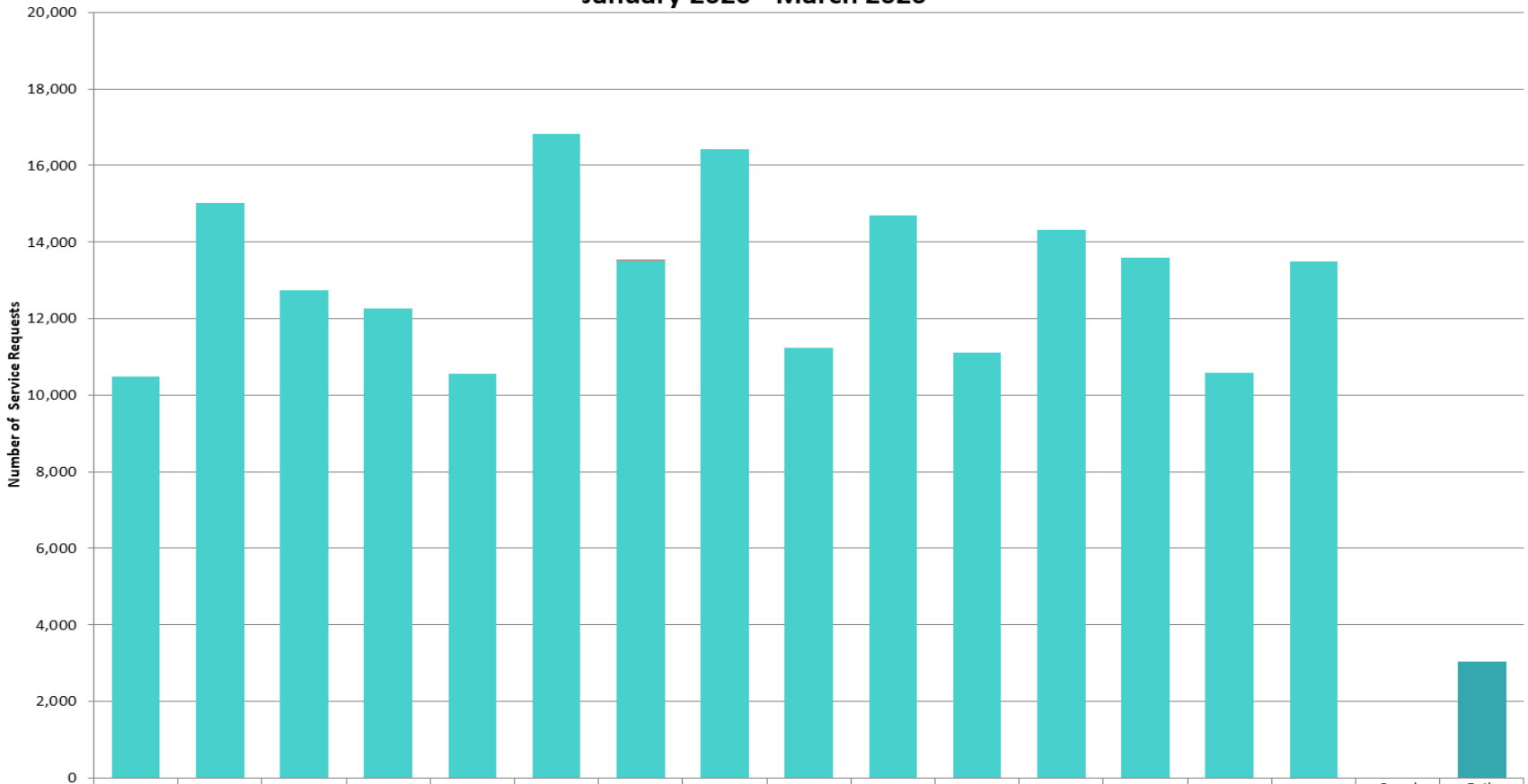
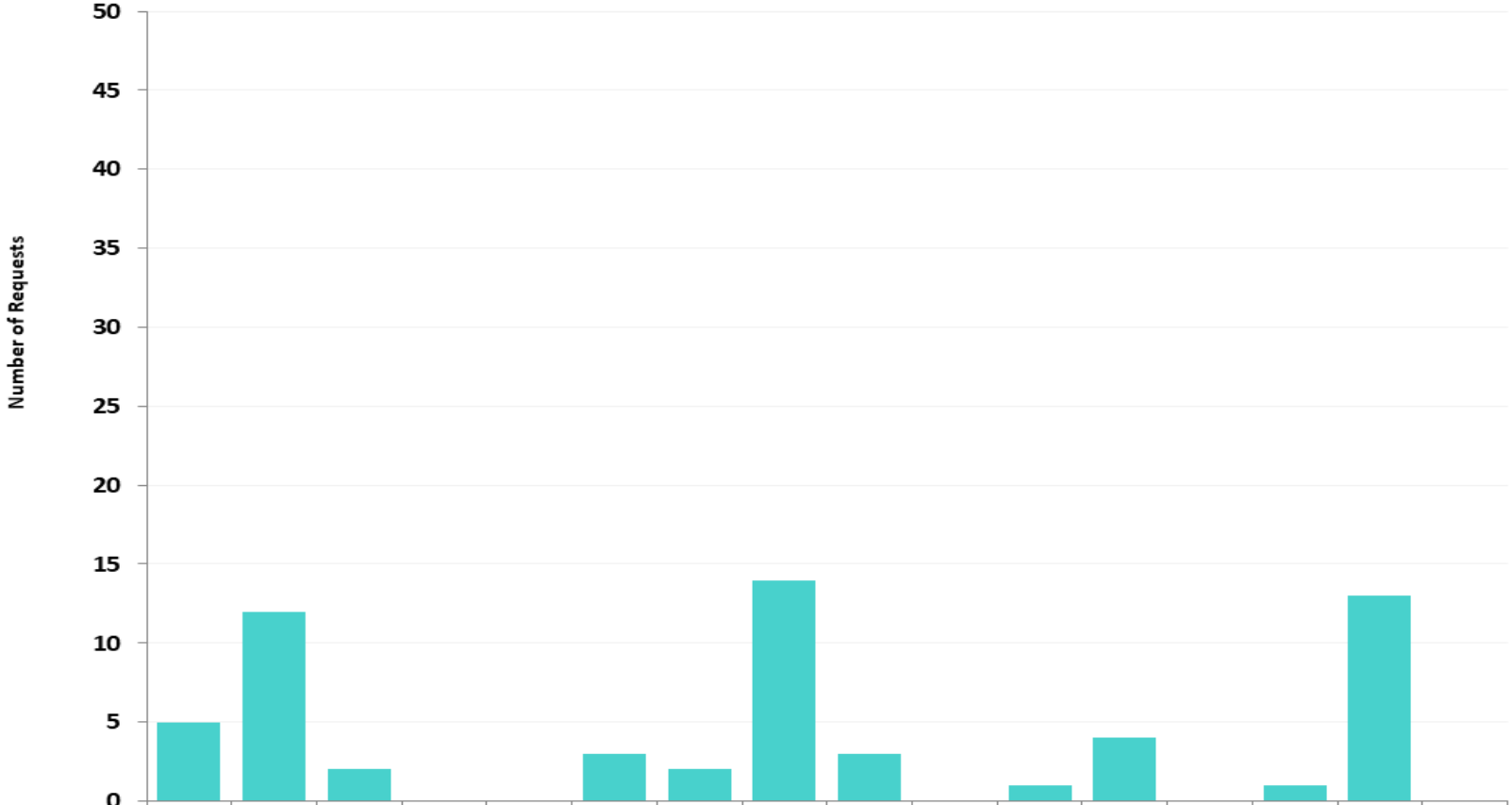
Bulky Item Collection Service Requests by Council District
January 2020 - March 2020



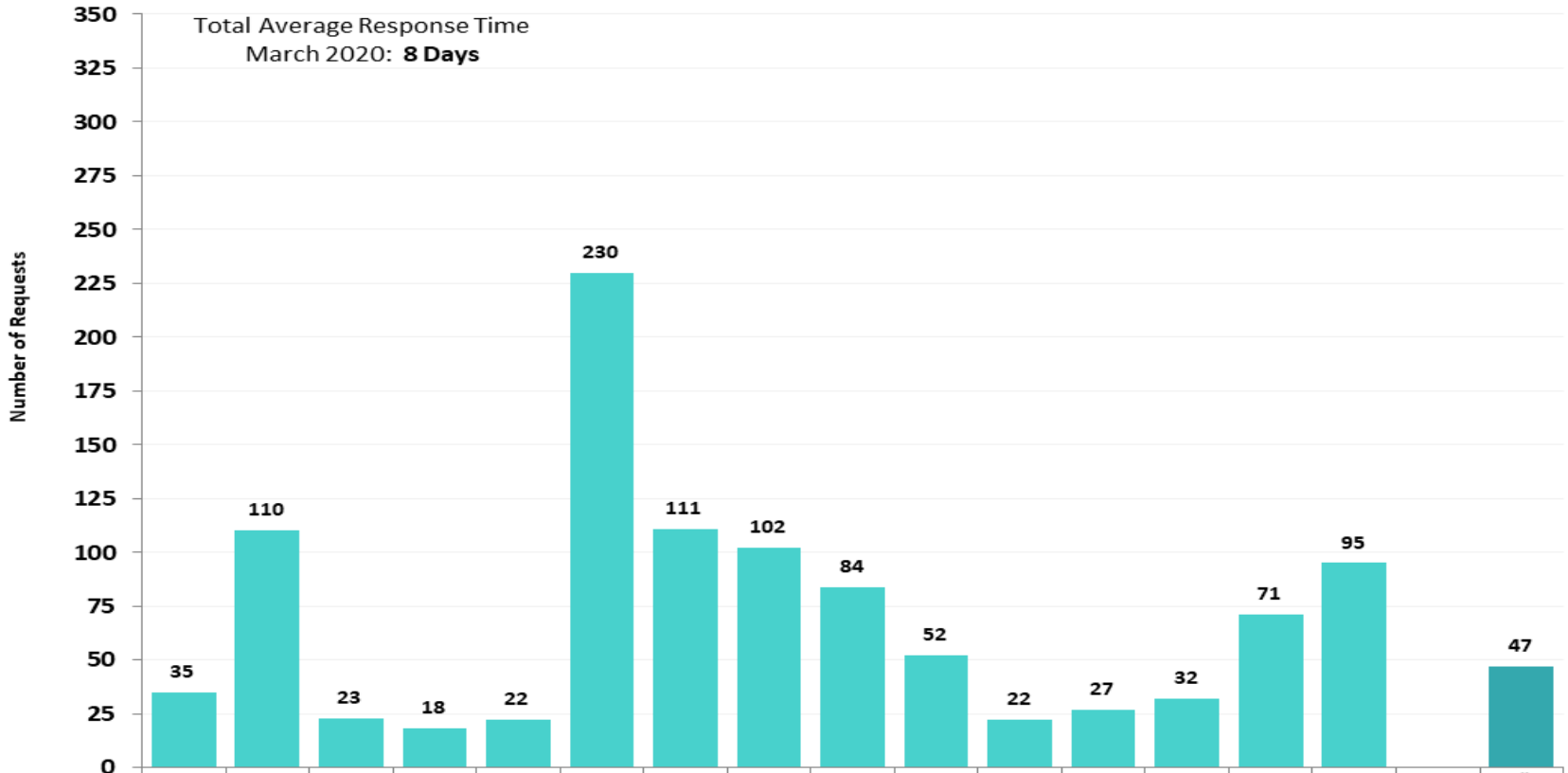
	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	10,479	15,019	12,738	12,274	10,550	16,822	13,519	16,411	11,226	14,684	11,099	14,318	13,592	10,571	13,487	196,789	3,028
Pending/Open	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	2	0
Closed	10,479	15,019	12,738	12,274	10,550	16,822	13,517	16,411	11,226	14,684	11,099	14,318	13,592	10,571	13,487	196,787	3,027

Weekly Snapshot 04/24/20: April CARE Open/Pending Illegal Dumping Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total
Illegal Dumping	5	12	2	0	0	3	2	14	3	0	1	4	0	1	13	60

MYLA311: CARE Illegal Dumping Service Requests by Council District March 2020



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total	Daily Average
Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed	35	110	23	18	22	230	111	102	84	52	22	27	32	71	95	1,034	47
Total	35	110	23	18	22	230	111	102	84	52	22	27	32	71	95	1,034	47

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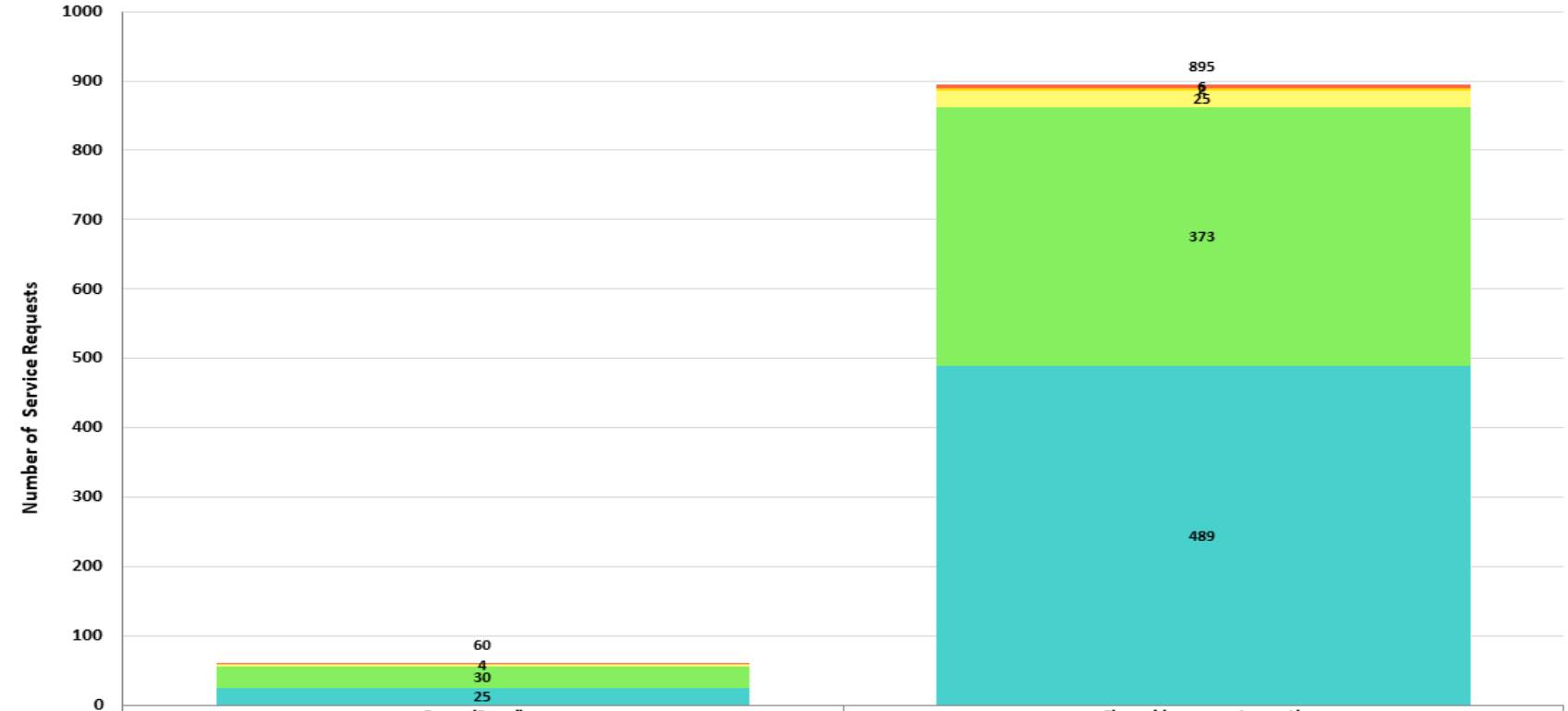
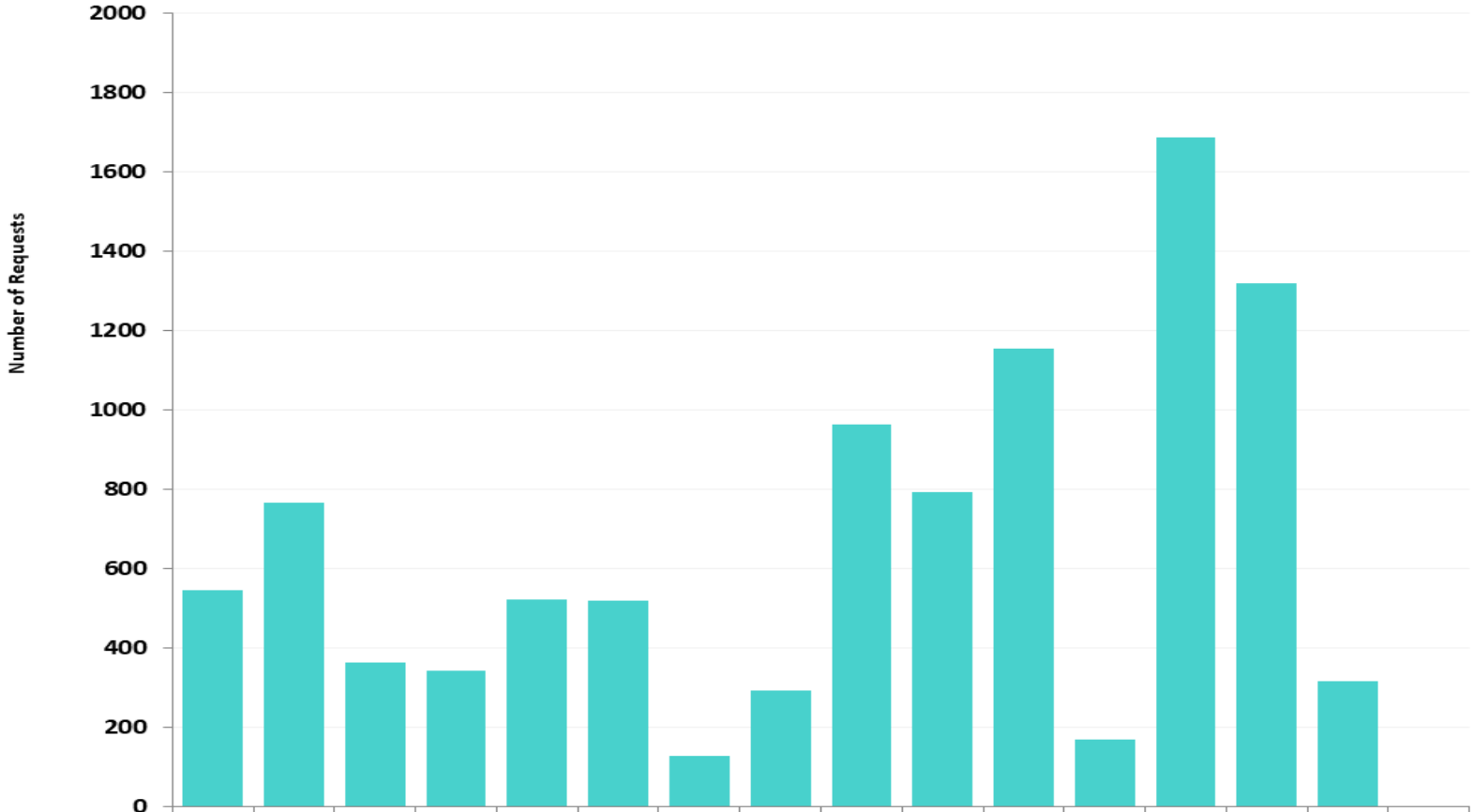
Weekly Snapshot 04/24/20: April CARE Illegal Dumping Service Request Ages Based on Ticket Creation Date



	Open/Pending	Closed in current month
22+ Days	1	6
17-21 Days	0	2
11-16 Days	4	25
6-10 Days	30	373
1-5 Days	25	489
Total	60	895

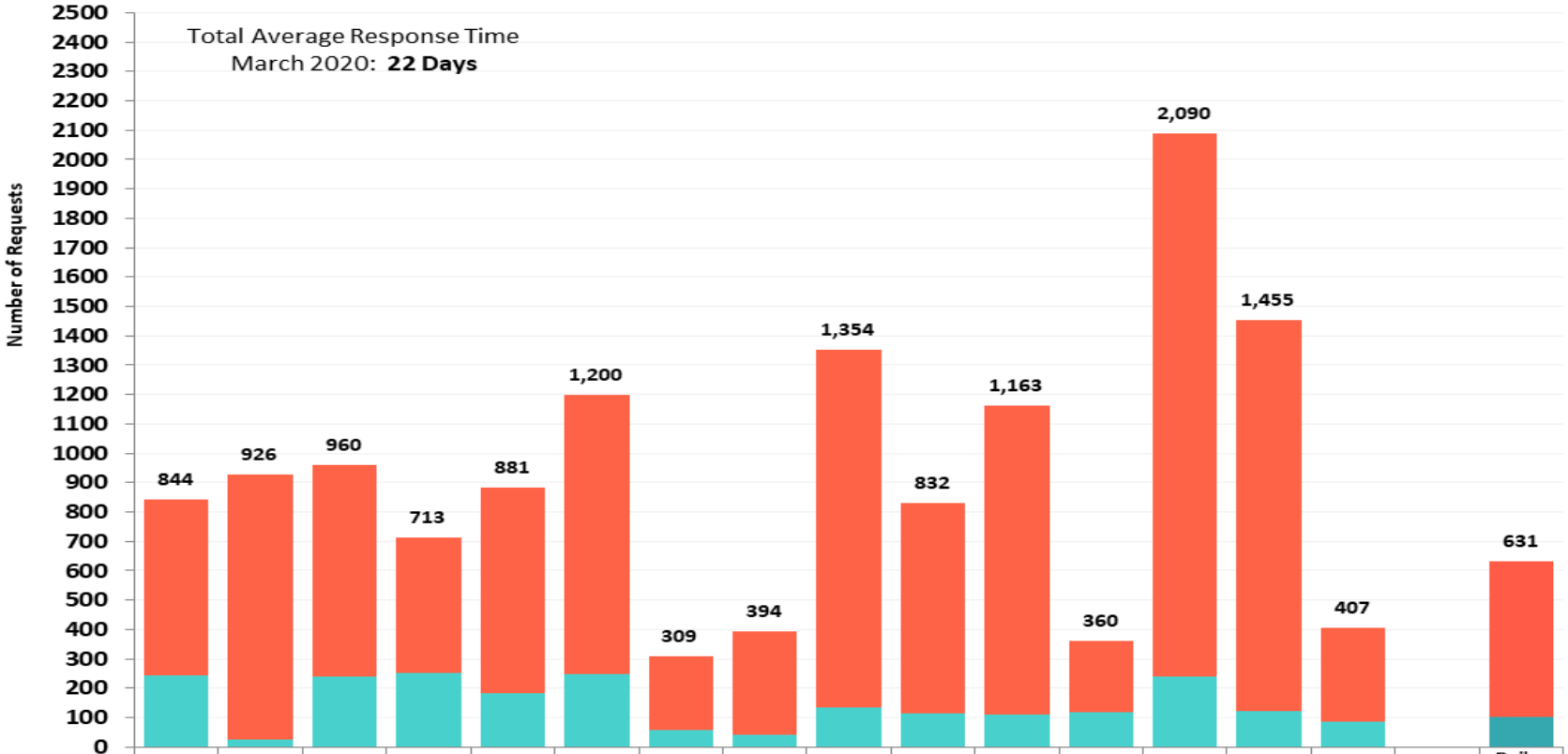
Weekly Snapshot 04/24/20: April CARE Open/Pending Homeless Encampment Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total
Homeless Encampments	545	767	362	343	522	518	129	294	964	792	1155	169	1685	1318	315	9,878

environment LA SANITATION CITY OF LOS ANGELES

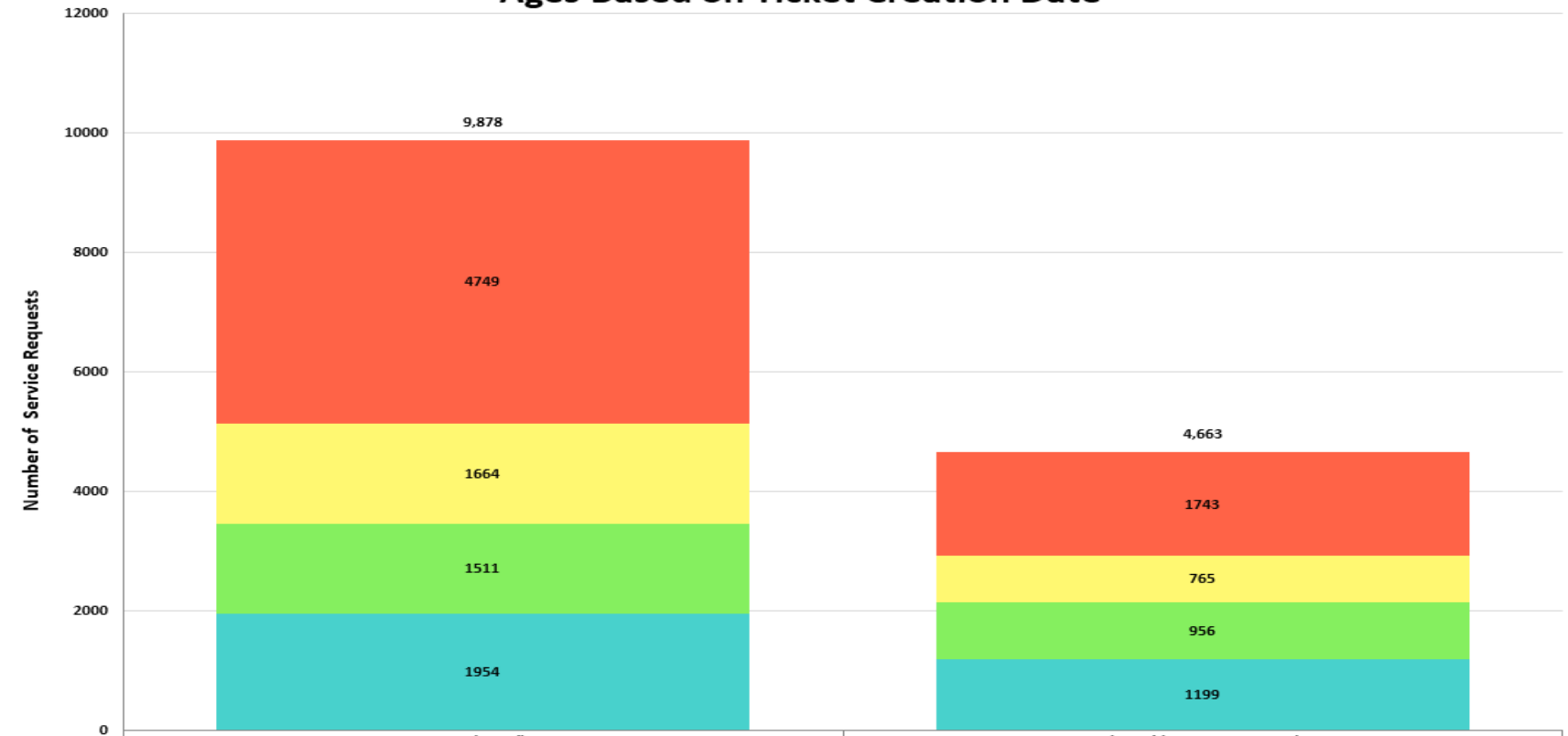
MYLA311: CARE Homeless Encampment Service Request by Council District March 2020



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total	Daily Average
Pending	600	902	720	460	697	954	250	354	1219	717	1053	241	1852	1331	321	11,671	531
Closed	244	24	240	253	184	246	59	40	135	115	110	119	238	124	86	2,217	101
Total	844	926	960	713	881	1,200	309	394	1,354	832	1,163	360	2,090	1,455	407	13,888	631

environment LA SANITATION CITY OF LOS ANGELES

Weekly Snapshot 04/24/20: April CARE Homeless Encampment Service Request Ages Based on Ticket Creation Date



	Open/Pending	Closed in current month
91+ Days	4749	1743
61-90 Days	1664	765
31-60 Days	1511	956
1-30 Days	1954	1199
Total	9,878	4,663

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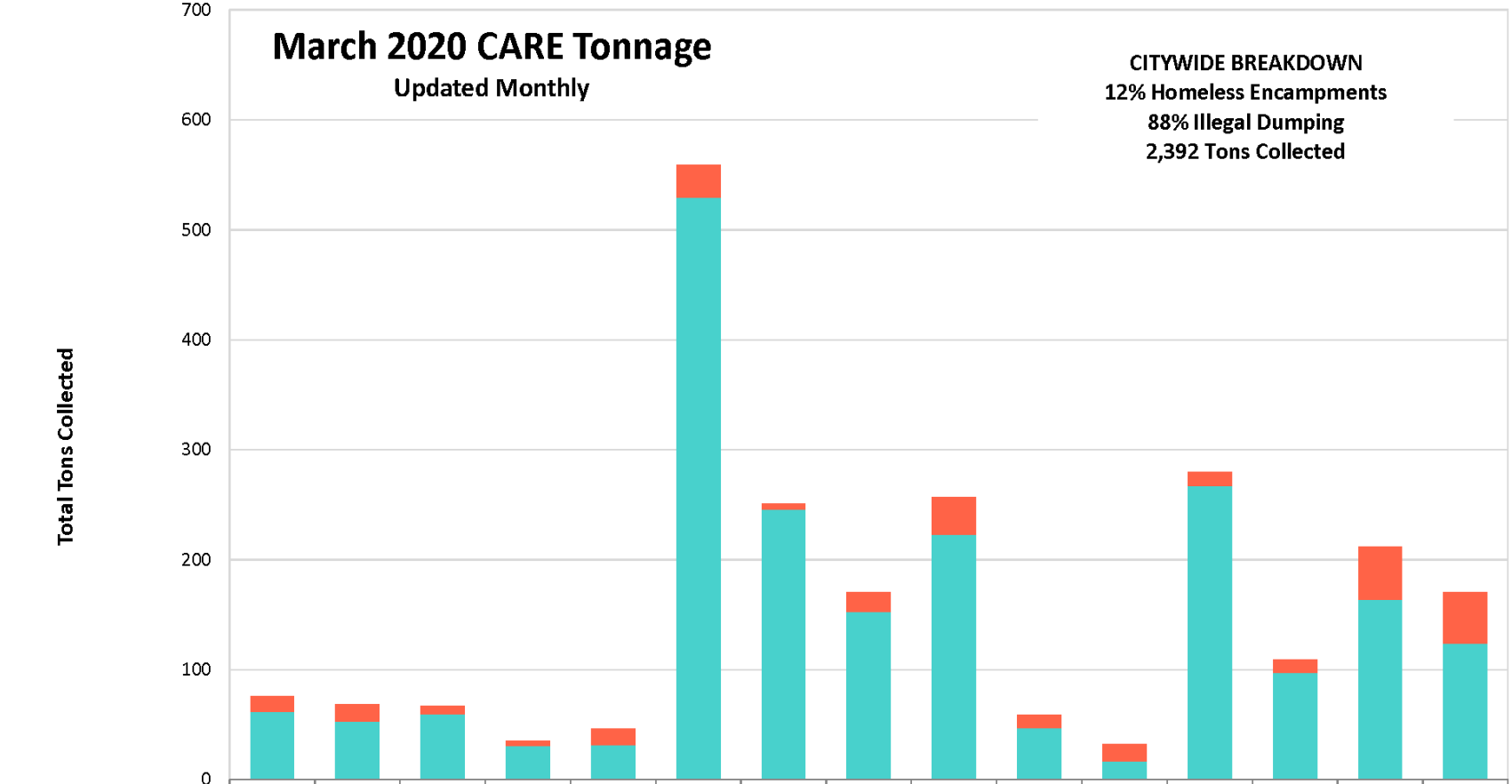
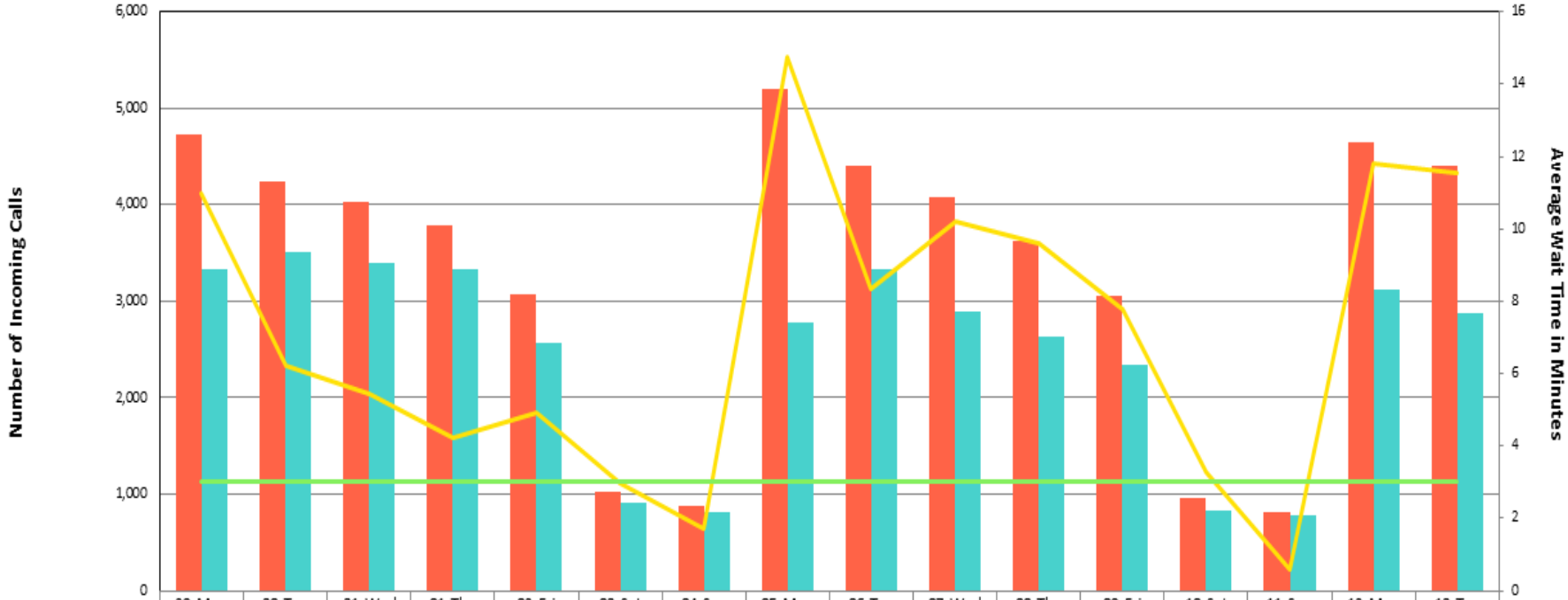


	CD1	CD2	CD3	CD4	CD5	CD6	CD7	CD8	CD9	CD10	CD11	CD12	CD13	CD14	CD15
Homeless Encampments	14.52	14.93	6.99	4.64	14.79	29.27	4.71	18.09	34.35	11.99	15.38	12.70	11.84	48.00	46.42
Illegal Dumping	61.66	53.19	59.68	30.76	31.45	529.36	246.05	152.31	222.79	47.21	16.71	267.30	97.50	163.91	123.95
Grand Total	76.18	68.12	66.67	35.40	46.24	558.63	250.76	170.40	257.14	59.20	32.09	280.00	109.34	211.91	170.37

environment LA SANITATION CITY OF LOS ANGELES

Customer Care Center Call Volume and Wait Times: July 29, 2019 to August 13, 2019



	29-Mon	30-Tue	31-Wed	01-Thu	02-Fri	03-Sat	04-Sun	05-Mon	06-Tue	07-Wed	08-Thu	09-Fri	10-Sat	11-Sun	12-Mon	13-Tue
Incoming Calls	4,725	4,239	4,027	3,783	3,078	1,032	876	5,195	4,401	4,071	3,630	3,060	954	807	4,654	4,397
Calls Answered	3,332	3,502	3,400	3,331	2,573	908	816	2,776	3,332	2,895	2,629	2,336	833	775	3,118	2,871
% Answered	71%	83%	84%	88%	84%	88%	93%	53%	76%	71%	72%	76%	87%	96%	67%	65%
Avg Wait Time	10.98	6.20	5.45	4.21	4.92	2.96	1.71	14.74	8.32	10.19	9.61	7.76	3.25	0.60	11.83	11.54
Target Wait Time	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3

Incoming Calls | Calls Answered | Avg Wait Time | Target Wait Time

On Aug 14, LA Sanitation switched to a new Interactive Voice Response (phone) system. The calls are routed and answered by our agents. Data is unavailable after this date as we are still fine tuning our new system.